

UNITED STATES OF AMERICA  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

Annual Compliance Report, 2015

Docket No. ACR2015

CHAIRMAN'S INFORMATION REQUEST NO. 20

(Issued March 11, 2016)

To clarify the Postal Service's FY 2015 Annual Performance Report (FY 2015 Report) and FY 2016 Annual Performance Plan (FY 2016 Plan),<sup>1</sup> the Postal Service is requested to provide written responses to the following requests. Answers should be provided to individual requests as soon as they are developed, but no later than March 18, 2016.

**Ensure a Safe Workplace and Engaged Workforce**

1. The Postal Service explains that one reason it did not meet the Occupational Safety and Health Administration (OSHA) Illness & Injury frequency rate (OSHA I&I Rate) target is that routes for package delivery, grocery delivery, and Sunday delivery change daily based on need.<sup>2</sup> Consequently, carriers are unable to familiarize themselves with the route and identify associated hazards, leading to more accidents. March 3, 2016, Responses to CHIR No. 17, question 1. In a recent Postal Service Office of Inspector General (OIG) report related to Sunday parcel delivery, Postal Service officials "informed the OIG that they were working on new initiatives to improve street delivery, such as additional delivery time for

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<sup>1</sup> The FY 2015 Report and FY 2016 Plan are included in the United States Postal Service 2015 Annual Report to Congress (FY 2015 Annual Report). See Library Reference USPS-FY15-17, December 29, 2015, at 11-28.

<sup>2</sup> Responses of the United States Postal Service to Questions 1-6 of Chairman's Information Request No. 17, March 3, 2016, question 1 (March 3, 2016, Responses to CHIR No. 17).

high-rise apartments, updates to address mapping directions based on corrections, and audio [Dynamic Routing Tool (DRT)] turn-by-turn directions.”<sup>3</sup>

Does the Postal Service believe that these initiatives have an impact on OSHA I&I Rates?

- a. If so, what is the current status of these initiatives (including availability of each for Sunday Parcel Delivery Carriers)?
  - b. If not, please explain why.
2. Please refer to the Accident Type table provided in the March 3, 2016, Responses to CHIR No. 17, question 3a. Nearly all types of accidents—including dog bites, extreme temperatures, distracted driver, and lifting/reaching—increased between FY 2014 and FY 2015 because of the high percentage of employees with less than two years of on-the-job experience. *Id.* question 3b. However, on page 18 of the FY 2015 Annual Report, the Postal Service states that the OSHA I&I Rate decreased primarily due to training and communication efforts focused on new, at-risk employees to address dog bites, extreme heat, distracted driving, and proper lifting and reaching. Please reconcile the decrease in the OSHA I&I Rate with the increase in the number of accidents.

## Other Topics

3. In its response to CHIR No. 17, the Postal Service explains that in FY 2016, it will make methodology changes affecting the Delivery Score listed under Customer Insights.<sup>4</sup> It states that the Delivery Score will be expressed as a composite

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<sup>3</sup> United States Postal Service Office of Inspector General, *Sunday Parcel Delivery Service* (Audit Report DR-AR-15-002), December 5, 2014, at 12; available at <https://www.uspsoig.gov/sites/default/files/document-library-files/2015/dr-ar-15-002.pdf>.

<sup>4</sup> Response of the United States Postal Service to Question 7 of Chairman’s Information Request No. 17, March 9, 2016 (March 9, 2016, Response to CHIR No. 17).

score that includes measurements from a Carrier Survey and P.O. Box Survey.  
March 9, 2016, Response to CHIR No. 17.

- a. Please provide copies of the Carrier Survey and P.O. Box Survey.
  - b. The FY 2016 target for the Customer Insights composite score is 86.70. FY 2015 Annual Report at 14. Please confirm that this target reflects the changes to the Delivery Score. If not, please explain how the FY 2016 target will be updated to reflect changes to the Delivery Score.
  - c. Does the Postal Service have a FY 2016 target for the Delivery Score? If so, please provide the updated FY 2016 target and supporting workpapers showing how the target was developed.
4. In its response to CHIR No. 17, the Postal Service explains that in FY 2016, it will adjust the methodology for the Deliveries per Hour performance indicator.  
March 9, 2016, Response to CHIR No. 17. The FY 2016 target for this performance indicator score is 42. FY 2015 Annual Report at 14. Will the Postal Service update this target in light of the methodology changes? If so, please provide the updated FY 2016 target and supporting workpapers showing how the new target was developed.

By the Acting Chairman.

Robert G. Taub